

Fire Department

City of Newton Performance Management
September 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Maintain a trained department of fire personnel					
		Training Hours	1815	400	1415
		% of Firefighters and officers who received monthly specialty training	86%	85%	1%
2. Respond quickly to emergency calls					
		% of responders on scene within 6 min (all calls)	91%	90%	1%
		% of responders on scene within 6 min (fire calls)	94%	90%	4%
		Average Response Time of Medical Calls	3:57	6:00	2:03
3. Provide fire prevention in the community					
		Total # of fires	17	10	7
		Number of Inspections	219	200	19
		Number of Permits issued	135	100	35
		Number of Violations/Citations written	10	4	6

Notes

The specialty training for this month was 2nd Ch. Fire Ground SOP
The number of fires in target column reflects the average for the month over the past three (3) years.
The target for Number of Citations is the number of Citations issued last year for the month.